



BOYS & GIRLS CLUB OF GREATER KINGSPORT

Family Handbook

Family Handbook

Welcome

Thank you for choosing The Boys & Girls Club of Greater Kingsport (BGCGK) for your childcare needs. Our afterschool and summer programs give Club members opportunities to explore their interests and discover their passions through engaging educational activities.

Addresses:

Eastman Site

1 Positive Place

Kingsport, TN 37660

423-230-4160

Riverview

301 Louis St.

Kingsport, TN 37662

423-441-8366

Hours:

Full day – 7:30AM-5:30PM

Afterschool – 3:00PM-7:00PM

Holiday schedules are posted at the beginning of each school semester or summer program.

Our Mission

To enable all young people, especially those who need us most, to reach their full potential as productive, caring, and responsible citizens.

Credentials: We are a licensed DOE and DHS facility in the State of Tennessee. We have staff trained in First Aid and CPR who participate in ongoing training and professional development through state programs as well as with Boys & Girls Clubs of America. All staff and direct and consistent volunteers go through a background check, the Sex Offender Registry, and Abuse Registry. Boys & Girls Clubs follow the requirements of Title VI and do not discriminate on the basis of race, color, sex, age, disability, religion, or nationality. It is our policy to provide the contact information for an interpreter if needed by an individual. If an individual has a complaint, the grievance process can be found in this handbook.

From time to time, parents or guardians may be asked to complete surveys or provide feedback about programming and/or satisfaction at the Boys & Girls Club of Greater Kingsport.

Registration:

Registration occurs online in the MyClubHub portal at www.kbgc.org.

Our Fees:

Membership (annual): \$50.00

Summer (2026): \$200.00

*Summer must have an active annual membership.

Teen Center:

Membership (annual): \$50

Summer Membership at the Teen Center (2025): Free

*During the year, we sponsor offsite activities/field trips. Accounts must be current for the member to attend. Guardians can register child/children using their MyClubHub account/portal.

Getting Started - Applying for Membership

Online enrollment and renewal are made possible through the Parent Portal at www.kbgc.org. This online tool allows parents or guardians to enroll their children at one of our Clubs and make changes to information. It allows parents to check balances, sign up for field trips, and make online payments.

- The owner of the Parent Portal account must update the portal every three months or anytime new information is pertinent to ensure we have current information. A renewal is required annually by January.
- The parent or guardian will be given a copy of the Family Handbook.
- Enrollment is open to all children grades K-12 (ages 5-18). Five-year-olds must be attending Kindergarten to enroll in the after school program or have completed Kindergarten to enroll in summer programming. Teens begin the Riverview Teen Center when they are 12 and in 6th grade. Twelve-year-olds must also be enrolled in 6th grade prior to beginning the Teen Center.

Fees

The Boys & Girls Club of Greater Kingsport is a 501(c)(3) non-profit corporation. Our organization receives funding from the United Way, special events, donations, the State of Tennessee, grants, and private pay.

Payment

- Payment is required at the time of membership registration. If you have state childcare assistance for payments, please reach out to Lauren Green at 423-435-0574 for assistance.
- Members must have a current/paid membership before enrolling in the summer program.
- Rates are subject to change, but ample notice will be given if rates increase.

Late Fees

- Late fees are a dollar per minute, per member, for every minute a parent is late after closing.
- Late fees must be paid before a member can return to the Club.
- When members are not picked up within an hour of Club closure and no phone call or notice is provided, The Boys & Girls Clubs of Greater Kingsport exercises the right to contact appropriate authorities for assistance after all member contacts have been exhausted.

Operations Schedule

Club hours of operation may vary during the school year and summer months. Please refer to the Club's website, social media, and posting board in the breezeway for specific hours of operation. The Boys & Girls Club of Greater Kingsport follows the Kingsport City School schedule.

Club Hours:

Full day – 7:30AM-5:30PM

Afterschool – 3:00PM-7:00PM

Holiday schedules are posted at the beginning of each school semester or summer program.

School Year

During the school year, all Clubs are open Monday through Friday for afterschool programs. Each year, Clubs close briefly for after-school planning and preparation. Parents will be notified in advance of these closure dates.

Summer Program

During the summer, all Clubs are open Monday through Friday. Each year, Clubs will be closed briefly for summer planning and preparation. Parents will be notified in advance of these closure dates.

Inclement Weather

In the event of inclement weather, the Club(s) will operate if possible. Please watch early morning newscasts and our social media pages for updates regarding operational information. You can also sign up for our Remind app by sending this message @2024bgcbk to 81010.

Coming and Going - Signing In and Out

Arrival: Eastman - Please accompany your child into the Club to the glass window. Please sign your child in manually. Your child will also be checked into our electronic system by our front desk staff. Riverview - Please accompany your child to the Club door. Staff will allow entrance upon verification. Please sign your child in manually. Your child will also be checked into our electronic system by our staff.

Departure: Eastman - When picking your child up from the Club, please utilize the front desk window. Sign your child out manually. Your child will also be checked out of our electronic system by our front desk staff. Your child will only be released to those adults (18 & older) listed as authorized pick-ups in the MyClubHub portal. Riverview - When picking your child up from the Club, please knock on the Club entrance door. Staff will verify and allow entrance. Sign your child out manually. Your child will also be checked out of our electronic system by our staff. Your child will only

be released to those adults (18 & older) listed as authorized pick-ups in the MyClubHub portal.

***If your child needs to be released to another minor, please contact Jessica Poore 423-230-4160 to discuss the situation and to provide appropriate paperwork.**

Closing Time: We ask that parents cooperate in picking their children up on time. If an emergency arises, causing a delay, we ask that parents contact the Club.

Pick Up Policy

Members may only leave with adults (18 & older) who are on the authorized pick-up list. For emergency situations, members may leave the property with an adult (18 & older) with prior written permission, or a phone call from the parent or guardian. When dismissed from a bus, children must enter the building to be checked in and cannot be released directly from the bus into parent/guardian care.

*If there is a unique situation where a child may need to leave with a minor family member, the primary guardian will need to contact Jessica Poore at the Boys & Girls Club to communicate the nature of the situation and complete additional release forms.

When communicating information over the phone, please give the staff your name and the name of the person picking up your child. You may be asked for additional information for identification purposes. We ask that you inform the person picking up your child, that for security reasons, we will request a form of identification. Changes to the authorized pick-up list can only be made by parent/guardian.

When picking a member up, we ask that parents remain in the lobby, or designated pick-up area, until the member is called to go home.

If an authorized adult arrives at the Club to pick a member up, and in the opinion of the staff, appears to be under the influence of drugs (either prescription or non-prescription), or alcohol, or appears otherwise impaired, the following steps will be taken:

- A contact from the approved list will be called.
- A staff member will offer to call a taxi to transport the impaired adult and child.
- If the impaired adult refuses to cooperate, and takes the child against the wishes of staff, the police will be called and given the tag number of the vehicle being driven by the impaired adult.

*If there are extenuating circumstances around pick-up, there will need to be a parent/guardian and staff meeting to complete additional, required paperwork.

Teens

When teens arrive at V.O. Dobbins for Teen Center participation, they may also participate in the Parks & Rec program prior to signing themselves into the Teen Center with prior parent/guardian permission.

HEALTH & SAFETY

Overview

State regulations require us to maintain a health history on each child. All children must have a complete and current immunization record on file at the school as listed on the application. Those experiencing homelessness are exempt from providing immunization records if they cannot be obtained. We ask that you use good judgment in bringing your child to the Club. If he/she appears unhealthy or has symptoms of being sick, please consider the health of the other children, staff, and parents. If a child is determined to be ill by staff, the authorized individual will be called to pick up the child in a timely manner.

Contagious Disease

If the child has a confirmed case of a contagious disease, he/she must be kept at home. To prevent the spread of the contagious disease, a doctor's note regarding the member's condition must be given to the Club so notice can be posted. Strep throat, pinworms, viral infections, lice, infected ears, eyes, or sinuses, measles, mumps, chicken pox, scarlet fever, diarrhea, flu, Covid-19, and impetigo are among conditions categorized as highly contagious. Please provide a doctor's note stating the child has been cleared to return to the Club.

Medication Policy

State law requires that any medicine be kept in its original container with the child's name on it. Please complete a medication release form, available at the Club front desk. The policy of our Club is that we will administer medication with the required information completed by the parent. However, BGCGK will not administer medication that required training (syringes for example). A parent or guardian must complete this form with the following information:

- Child's name
- Type of medication
- Amount to be administered
- Time administered
- Number of days the medication is given
- Whether medication is refrigerated

- Signature of parent or guardian

Counselor Visitation

Counselors or caseworkers or social workers may often meet with youth at the Boys & Girls Club. If you know that your child will have meetings, please notify the front desk or another staff. The Club policy concerning visitation is to collect and make copies of the personnel badge of the visitor, have them sign in/out on the visitor log, and only meet in a space that is within site of other Boys & Girls Club staff members as to be in adherence with our no one-on-one policy.

Injury or Illness While at the Club

The health and safety of your child is our top priority, yet young people may occasionally suffer a minor injury during the day. If this should occur, an accident report will be completed by Club staff and given to you at the end of the day. A copy of the accident report is also on file at the Club.

In the event of a medical emergency, or an accident requiring medical treatment, we will:

- Contact the primary contact immediately.
- Contact the emergency person(s) listed if we are not able to reach the primary contact person.
- If the emergency contact person cannot be reached, the child will be transported to the hospital.

FOOD PROGRAMS

Overview

During the school year, your child will be given an after-school snack and/or a hot dinner depending on their time in the Club. For full days during the school year, youth will be provided a breakfast, lunch and afternoon snack. This program is funded through the United States Department of Agriculture (USDA) and is subject to their guidelines for nutritional content.

For the summer months, June and July, eligible Clubs will participate in the Summer Food Service Program (SFSP). Club members will receive breakfast and lunch with an afternoon snack provided by the Club.

There is no charge for meals or snacks at The Boys & Girls Clubs of Greater Kingsport.

CACFP: Building for the Future

This “afterschool” facility participates in the Child and Adult Care Food Program (CACFP), a

Federal Program that provides healthy meals and snacks to children receiving care.

Meals

CACFP requires the Club to follow meal requirements established by USDA.

Breakfast (3 components)	Lunch or Dinner (all 5 components)	Snacks (2 components)
Protein Milk/Dairy Fruit and/or Vegetable Grains or Bread	Protein Milk/Dairy Meat or meat alternate Grains or Bread A vegetable and a fruit, or two vegetables	Protein Milk/Dairy Meat or meat alternate Grains or Bread Fruit or Vegetable

Food Allergies or Special Diets:

If you indicate on the membership application that your child has a food allergy, you must provide a **medical statement form** completed and signed by a physician.

Suspension Policy: Basic Rules

All children attending Boys & Girls Clubs must always follow these rules of participation:

1. Follow the first request of staff.
2. Members are encouraged to participate in activities.
3. Keep hands, feet, and objects to yourself. Shoes are to be worn at all times.
4. Walk in hallways and in activity rooms – running in the gym and playground only.
5. Use quiet voices in hallways and activity rooms.
6. Use proper language and gestures. No profanity allowed.
7. Stay in designated areas that are supervised by a staff member.
8. Treat others like you would want to be treated.
9. Willful and persistent violation of the rules of the Club will be addressed.
10. Immoral or disreputable conduct or vulgar or profane language is not allowed.
11. Violence or threatened violence against a person or staff is not allowed.
12. Willful or malicious damage to the real or personal property of the Club, or the property of any person attending or assigned to the Club.
13. Inciting, advising, or counseling others to engage in breaking rules is not allowed.
14. Marking, defacing, or destroying Club property is not allowed.
15. Possession of weapons, tobacco, alcohol, or drugs (including vapes) on Club property is not allowed.
16. Assaulting a staff member, volunteer, tutor, school bus driver,

- or other Club personnel with vulgar, obscene, or threatening language is not allowed.
17. One (1) or more students initiating a physical attack on an individual student on Club property or at a Club activity, including travel to and from the Club or a Club activity is not allowed.
 18. Making a threat, including a false report, to use a bomb, or any other explosive or destructive device, including chemical weapons, on Club property or at a Club sponsored event is not allowed.
 19. Any conduct prejudicial to good order or discipline at any Club is not allowed.
 20. It is recommended that personal items be left at home and not brought to the Club. NOTE: The Club will not be responsible for any lost or stolen items.

Disciplinary Action

Should your child break the rules, the following corrective action will be followed (not in particular order):

- Redirect child to an appropriate activity
- Informal guidance by a staff member with child (discuss appropriate behavior and reinforcement of rules)
- Time out of activity/ Reflective writing activity
- Phone call to parent
- Parent conference with staff
- Club suspension

Expulsion Policy

- If inappropriate behavior escalates and becomes unsafe, a parent meeting with the Site Director and other staff will be scheduled to develop a safety plan that the parents, child, and Club agrees to before the child may return from their suspension. If the child/family does not agree to the safety plan or follow expectations set by the safety plan, membership may be terminated.

Field Trip Policy

- Only an authorized parent/guardian in the MyClubHub portal can sign up a child for a field trip.
- All field trip sign-ups occur in MyClubHub with the exception of all Club field trips.
- All field trip fees are paid in MyClubHub in advance and are non-refundable unless attendance is cancelled in MyClubHub at least 24 hours prior to the field trip.

- Field trips are on a first-come first-serve basis based on seating and age group availability.
- If a Club member does not obey Club rules, the Club member may be suspended from some or all field trips.

Bullying

Our Clubs are committed to maintaining a safe, respectful, and enjoyable environment for members; therefore, The Boys & Girls Club of Greater Kingsport does not tolerate bullying. Any member engaging in such behavior will be subject to disciplinary action.

Forms of Bullying

The Boys & Girls Club of Greater Kingsport defines bullying as: members using unwanted strength, coercion, threats, and/or other forms of aggressive behavior to intimidate or dominate another member. Bullying can be a single incident or can occur over a period of time. Club staff are trained to recognize and address direct and indirect bullying, as well as a variety of bullying forms. There are four main forms of bullying:

- Verbal (teasing, threats, name calling, inappropriate language, inappropriate gestures, etc.)
- Physical (hitting, shoving, punching, tripping, property damage, etc.)
- Digital/Cyber (inappropriate posts, photo sharing, text messages, etc.)
- Relational/Psychological (social exclusion, rumors, intimidation tactics)

Consequences

If a member is accused of bullying, Club staff will investigate the situation immediately, and determine appropriate steps based on their findings.

Consequences for bullying may range from documentation of the instance, a phone call to parents, or long-term Club suspension.

Dress Code Policy

These general guidelines are for all youth.

Any clothing deemed disruptive or distracting or that is a safety hazard is prohibited.

Accommodations for students with religious requirements will be made on an individual basis.

Accommodations for students with disabilities will be made on an individual basis.

Students with special conditions requiring special consideration should contact the Site Director or CEO.

All clothing should be clean and in good repair. Clothing should have no rips, tears,

holes or frays that show skin or undergarments above the knee.

No see-through and/or sheer clothing or cutouts are permitted.

No industrial or pet chains or collars around neck, wrists, or waist, or chains attached to wallets or clothing is permitted.

Students should wear footwear appropriate for physical activities.

No sunglasses may be worn or visible indoors at any time during the day.

Clothing and accessories must be free of offensive or suggestive words or graphics and contain no references to drugs, alcohol, tobacco, illegal/immoral substances, or activities. Any clothing item with text, logos, or graphics that promote banned substances (tobacco, alcohol, drugs, and drug paraphernalia) or are provocative, derogatory or revealing (sexually explicit) are not appropriate.

No observable lack of undergarments is permitted nor are undergarments or underwear permitted to be exposed.

Students are not allowed to wear, carry or display gang paraphernalia or items associated with gangs. Student attire cannot be modified (i.e., rolling up a pant leg to display gang affiliation).

General Member Grievance Procedure

The parent/guardian of any child having a grievance resulting from any action within the Club shall follow these procedures for submitting a grievance:

1. The grievance shall be verbalized to the Site Director within five (5) days of the action.
2. The Site Director has 48 hours to respond to the parent/guardian's grievance. If the Site Director cannot handle the grievance or if the parent/guardian is unsatisfied with the resolution, the parent/guardian shall contact the CEO and provide a verbal or written grievance. The grievance must be submitted within five (5) days of the response by the Site Director.
3. The CEO has 10 days to handle the grievance with the parent/guardian at this level. This may include a meeting with the parent/guardian. The decision by the President/CEO or their appointed designee shall be final.

Parent Behavior Policy

Threatening or disrespectful behavior from parents or guardians will not be tolerated. This type of behavior will result in the adult's inability to be allowed on premises.

Department of Education:

Standards for School-administered Child Care, Chapter 0520-12-01 Summary
DOE Rules

<https://publications.tnsosfiles.com/rules/0520/0520-12/0520-12-01.20240225.pdf>

Safety Policy:

The Boys & Girls Club of Greater Kingsport's Safety Policy is made available to you at www.kbgc.org/safetypolicies.

All information, including the Family Handbook, can be found at www.kbgc.org.

Sponsoring Organization/Center:

The Boys & Girls Club of Greater Kingsport
PO Box 784
Kingsport, TN 37662
Phone: 423-230-4160